



Charlotte

North Carolina



invites your interest in the position of

Deputy Director of Charlotte Water



Recruitment Services Provided by Ralph Andersen & Associates



An Extraordinary Opportunity to Work in a World Class City

The award-winning City of Charlotte is recruiting nationally for an experienced water/wastewater professional to serve as the Deputy Director of Charlotte Water. This Deputy Director will manage two divisional managers with specific areas of focus over Field Operations (350 staff and an approximate budget close to \$40 million) and the Customer Service Division (150 staff and an approximate budget of \$13 million). The Deputy Director serves as a member of the Charlotte Water Executive Leadership Team and reports directly to the Charlotte Water Director to provide overall leadership and management of the Department.

The City of Charlotte

People love to live in Charlotte. Charlotte-Mecklenburg has one of the highest immigration rates in the Nation. The area consistently ranks in the top 10 most popular destinations to move to in the U.S., and Charlotte is the second-fastest-growing large city in the country.

Why Charlotte? Low cost of living and high quality of life. With a population of more than 2.3 million, the Charlotte metropolitan area offers all the advantages and amenities of a major urban area with the feel of a small town. The City of Charlotte's population of approximately 874,579 is growing rapidly every day, making it the largest city in the region and the 15th largest city in the United States with a FY 2024 budget of \$2.39 billion and approximately 7,000 employees.

Charlotte enjoys a vibrant, balanced economy that encompasses many sectors and companies ranging from multinational to microbusiness. A variety of businesses help make Charlotte's economy one of the healthiest and strongest in the Nation. Diverse business interests shelter the City from problems that can result from slowdowns and other economic challenges. The solid base also facilitates exceptionally strong growth during economic upswings. Charlotte's most surprising characteristic is that this southern city is home to some of the largest corporations in the world. Five Fortune 500 companies are headquartered in Mecklenburg County. Another two Fortune 500 companies are headquartered in the Charlotte metro area: home improvement giant Lowe's is based out of Mooresville, North Carolina, and Domtar is headquartered in Fort Mill, South Carolina. This ranks the Charlotte metro area 20th nationally for metros with Fortune 500 headquarters. North Carolina claimed the top spot in Site Selection magazine's listing of the most competitive states for economic development in 2015. The magazine also ranked North Carolina as the second-best business climate in North America, second only to Georgia. The Queen City has such a pro-business environment that 291 of Fortune's top 500 companies have placed one or more facilities within the region.



The City of Charlotte *continued*

Charlotte is firmly established as one of the country's most recognized and respected regional health care centers. Cutting-edge facilities offer top-notch care, and a very wide network of senior living facilities supports relocating professionals with family members in need of such services. Charlotte offers a nationally acclaimed level of higher education. The 51 colleges and universities within the area serve more than 222,000 students. Charlotte-Mecklenburg Schools (CMS), the public school system serving Mecklenburg County, continually ranks as one of the best urban systems in the country. Thirty-four CMS schools were recently named honor schools of excellence or distinction by the State of North Carolina. Charlotte neighborhoods and residences have distinct personalities and offer diverse housing options. At any given time, more than 20,000 homes are available to choose from.

Charlotte's thriving arts community enhances an already rich and stimulating quality of life. Symphony, dance, theater, opera, art museums, and a wide range of other venues are supported by the Arts & Science Council, which conducts one of the highest per capita annual campaigns of its type in the country. Many arts venues are located downtown within walking distance of each other and the LYNX Blue Line light rail. If sports are your pleasure, Charlotte has it all: NFL, NBA, NASCAR, PGA, MLL, USL, AAA Baseball, and an NHL/AHL affiliate, not to mention collegiate sports. Outdoor recreation opportunities abound in Charlotte: canoeing and kayaking at the U.S. National Whitewater Center; boating and fishing on lakes Norman, Mountain Island, and Wylie; golfing on courses that are accessible from all residential and business areas; skiing in the Appalachian Mountains; and camping, horseback riding, hiking and more.

Nothing could be finer than Charlotte's North Carolina weather. Four distinct seasons with balanced summers and winters prevail. Extreme conditions are rare, allowing year-round use of the City's 17,600 acres of parks, 37 miles of greenways, and more than 30 public and private golf courses. The City of Charlotte is truly a marvelous place to live, work, and raise a family.

City of Charlotte Vision and Mission

Vision

Charlotte is America's Queen City, opening her arms to a diverse and inclusive community of residents, businesses, and visitors alike; a safe family-oriented city where people work together to help everyone thrive.

Mission

The mission of the City of Charlotte is to ensure the delivery of quality public services and to promote the safety, health and quality of life of its citizens.

Guiding Principles

- We will attract and retain a skilled and diverse workforce
- We value teamwork, openness, accountability, productivity and employee development
- We will provide all customers with courteous, responsive, accessible and seamless quality services
- We will take initiative to identify, analyze, and solve problems
- We will collaborate with stakeholders to solve problems and make decisions.



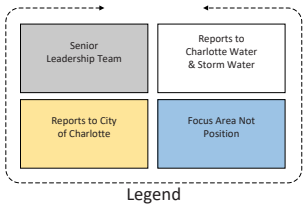
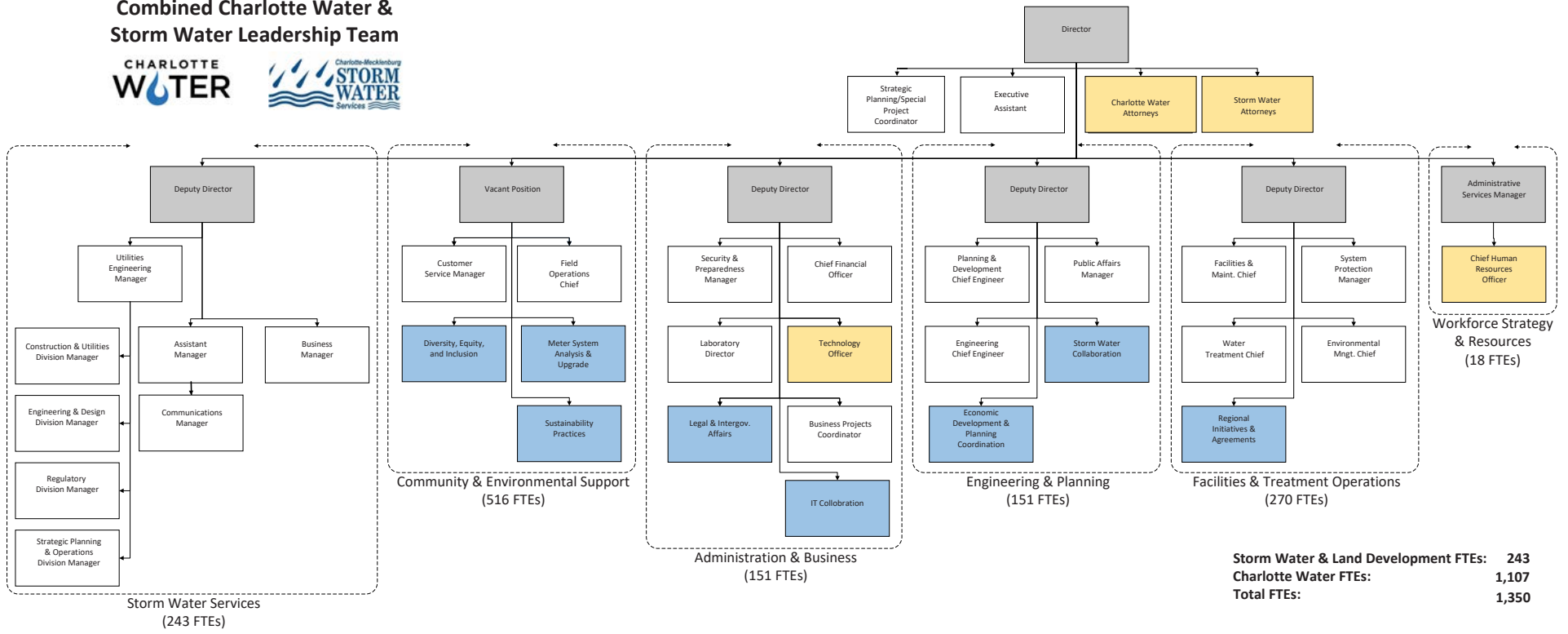
About Charlotte Water

Charlotte Water is an enterprise department of the City of Charlotte and a regional utility with more than \$3 billion in assets. Charlotte Water is one of the largest public water and sanitary sewer service providers in the southeast with 330,000 customer accounts and over 1,350 employees. In addition, City of Charlotte Stormwater, a separate enterprise department is under the umbrella of Charlotte Water embracing the philosophy of “One Water”. The service areas include the City of Charlotte, Mecklenburg County, and the towns of Huntersville, Cornelious, Davidson, Mint Hill, Matthews, and Pineville. Charlotte Water’s FY 24 budget is \$535 million and a five-year capital program of \$2.5 billion. The Charlotte Water system includes 4500 miles of each water distribution main and sanitary sewer collection mains.

The City enjoys the highest credit ratings from all three major credit rating agencies because of sound financial planning, solid management, and dedicated support from the City Council. Charlotte Water values competent, skilled candidates with a customer service focus to work in a team environment. If you want to join a world-class Water Department culture, please apply as soon as possible.



Combined Charlotte Water & Storm Water Leadership Team



Effective March 2024

The Position

The Deputy Director will manage two divisional managers who serve on the Charlotte Water Leadership team. The specific areas of focus are Field Operations and the Customer Service Divisions. Responsibilities in this area include working with all residential, commercial, and industrial customers related to overall customer care, new service connections, billing assistance, service investigations, meter maintenance, repair and replacement, and associated engineering functions.

Other primary responsibilities of the Deputy Director include:

- Act as a member of the Charlotte Water Leadership Team participating in the overall management of the Department;
- Ensure activities, functions, and operations are aligned with the City's and the Department's Purpose, Core Values, Strategic Plan, and direction of the City Manager and the Charlotte Water Director;
- Develop and execute operational plans to ensure achievement of assigned strategic priorities and projects; establish capital investment priorities;
- Plan for optimal use of staff and material resources of the organization.
- Negotiate contracts and agreements related to system expansion, operation, and maintenance; partner with the Charlotte Water leadership team on Department-wide strategic operational, budgetary, and policy issues;
- Assist the utility in responding to increasingly complex technical standards and regulations;
- Represent Charlotte Water in work with elected officials, other City leaders and staff, state and federal regulators, regional partners, consultants, and contractors; regional partners, consultants, and contractors; coordinate with internal and external service providers to ensure support services and other needs are met to establish and sustain efficient, effective operations; negotiates and resolves sensitive, significant, and controversial issues; and
- Exercise considerable independent judgment and initiative; and act on behalf of the Director in the Director's absence.



The Ideal Candidate

The ideal candidate will be a highly skilled water/wastewater leader and professional with superior communication and presentation skills, including expressing complicated issues succinctly and effectively. The new Deputy Director will be hands-on and always leading by example and possess strong operational skills with the ability to analyze professional and complex problems and make sound recommendations. The candidate will have the strongest leadership skills possible, a style that emphasizes tact and diplomacy, and the willingness to seek reasonable compromise for the organization's good.

The successful candidate must also have an inclusive style, a willingness to delegate to professional staff, and be accessible as a resource to team members. Developing and communicating clear goals and objectives to all constituencies is a valued trait. The ideal candidate will be a strong mediator and facilitator, capable of synthesizing a wide variety of viewpoints into cost-effective and practical proposals.

A strong customer service ethic, a desire for long-term affiliation with the City of Charlotte, and a highly professional approach to problem-solving are desired. The new Deputy Director will also utilize continuous improvement methods and best practices, promote a cooperative team environment, and demonstrate integrity that aligns with organizational values.

Personal characteristics, attributes, and skills of the ideal candidate will also include:

- Excellent leadership skills;
- Ability to maintain an inclusive workplace by maximizing the contributions of all employees and developing the strengths of all team members;
- Successful experience in supervising large groups, including training, mentoring, delegation, and ensuring accountability;
- Ability to deal with others in a straightforward and honest manner to foster positive and trusting working relationships;
- Open, accessible, and professionally assertive with an initiative-taking and solution-oriented approach to delivering highly successful outcomes;
- Experience in water and wastewater operations management;
- Thorough knowledge of utility management especially related to front-facing operations, asset management, organizational management, workforce, community relations, and finance;
- Demonstrated skill in workforce management and work leadership of an organization employing large numbers of diverse professional and technical personnel;
- Proven ability to strategically guide high-level management staff that have responsibility for large and diverse staff and areas of operations; and
- Exceptional and proven communication, negotiation, and relationship-building skills.

The Position *continued*

In summary, the Deputy Director of Charlotte Water will be a highly skilled executive, able to provide outstanding leadership through the successful management of Field Operations and Customer Service Divisions of the Department and through mentoring, coaching, and providing staff development.

Qualifying Education and Experience

Education: This position requires a Bachelor's degree in engineering or other science/technical field related to utility operations and management; requires a thorough understanding of water/sewer system management, operation, maintenance, and engineering principles and practices field.

Experience: A minimum of 10 years of progressive experience managing water/sewer utility operations and /or engineering; demonstrated skill in workforce management and work leadership of an organization employing large numbers of diverse professional and technical personnel.

Preferred Qualification: Knowledge of Distribution and Collection System operations. Knowledge of utility customer service functions, water meter operations, and technology.



Compensation and Benefits

The successful candidate will receive a highly competitive salary with an excellent executive benefit package that considers track record of career success.

To Be Considered

This is a confidential process and will be managed accordingly throughout the various stages of the process. References will not be contacted until mutual interest has been established. The first review of resumes will take place on **Monday, May 27, 2024**. This position is open until filled; however, candidates are encouraged to apply early in the process for optimal consideration. Resumes will be reviewed and evaluated throughout the recruitment process.



Interested candidates may apply by submitting a cover letter, comprehensive resume, and six professional references via email to apply@ralphandersen.com.

Ralph Andersen & Associates will conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. The evaluation and selection process may consist of a supplemental questionnaire and/or written exercise(s) to further evaluate relative experience and overall suitability for this position. Ideally, the Deputy Director will join the City of Charlotte in July 2024 or a mutually agreeable date.

Finalist candidates will be required to sign a release form to authorize preliminary reference calls and verifications to be conducted. Employment history, degrees obtained, and other certifications/accomplishments will also be verified.

Should you have any questions regarding this position or the recruitment process, please call Mr. Robert Burg at (916) 630-4900. Confidential inquiries are welcomed.

The City of Charlotte is an Equal Opportunity Employer

www.charlottenc.gov